# STATE OF INDIANA

## Request for Information 16-048

### INDIANA DEPARTMENT OF ADMINISTRATION

### On Behalf Of

# Bureau of Motor Vehicles Commission

### Solicitation For:

## Driver's License and Identification Card Issuance and Production

## Response Due Date: January 8th, 2016 by 3:00pm EST

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Procurement Division
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Indianapolis, Indiana 46204

**Bureau of Motor Vehicles Commission**

**Driver's License and ID Card Issuance and Production**

**Proposal Due Date: January 8th, 2016 by 3:00pm EST**

This Request for Information (RFI) is issued solely for information and planning purposes only, and does not constitute a solicitation. Responses to the RFI will not be returned.  Responses to this RFI are not an offer and cannot be accepted by the State to form a binding contract.  The State of Indiana or the Indiana Bureau of Motor Vehicles is not liable for any cost incurred by the vendor in response to this RFI.

## PURPOSE OF THE REQUEST FOR INFORMATION

The purpose of this RFI is to gain knowledge of the Driver's License and Identification Card Issuance and Production. The information provided in the responses to this RFI may also be used to assist in the development of a Request for Proposal (RFP) at a later date.  There will not be a contract resulting directly from the RFI; however, the State may elect to limit participation to vendors that respond to the RFI, if and when the State releases an RFP.

The information gained from this RFI may be used in the development of a competitive solicitation process, leading to the selection of a contractor that is best suited to provide the solution(s) that meets the Indiana Bureau of Motor Vehicles requirements.  The Indiana Bureau of Motor Vehicles is interested in learning about all types of solutions available in the marketplace for Driver's License and Identification Card Issuance and Production.  Respondents should provide full details about their solution in order for the Indiana Bureau of Motor Vehicles to gain a clear understanding of the complete solution being proposed.

The Indiana Bureau of Motor Vehicles may request in-person demonstrations from Respondents of this RFI for the purpose of collecting additional information and/or receiving clarification on proposal details. Invitations may be extended to Respondents of this RFI subsequent to the receipt of responses.  The demonstrations will be conducted at the Indiana Government Center in Indianapolis, IN at a date to be determined after review of the proposal submissions.

## BACKGROUND/CURRENT OPERATIONS

The BMV utilizes one vendor to provide all equipment and software from customer's initial application through placing of the driver's license or identification card into the mail stream. The BMV last conducted an RFP for these services in 2005.  The Professional Service Contract awarded subsequent to that RFP is EDS # A47-6-235-8037.  However, the scope of work and the implementation of new technology has evolved significantly and the existing contract has been amended to reflect operational changes.

The Driver's License/Identification Card Issuance & Production Solution integrates with the BMV's STARS database. For the purpose of this RFI, we have divided the process into 5 basic categories: Image Capture, Facial Recognition, Gating, Central Issuance Print Farm, and Disaster Recovery.

<u>**SUBMISSION REQUIREMENTS**</u>

The Indiana Bureau of Motor Vehicles asks that all Respondents provide adequate details about their Driver's License and Identification Card Issuance and Production for the following topics:

**Image Capture Workstation**:

Contractor provides the following equipment and supplies including all maintenance and service at no additional cost to the State:

- Monitor;

- PC, Keyboard, and Mouse;

- Camera Tower, Backdrop, Camera, and;

- Universal Power Supply

Approximately 215 units are deployed to 142 locations throughout the state.

The Indiana Office of Technology provides and supports Microsoft Active Directory, Microsoft SCCM, McAfee Antivirus and Absolute Computrace for each PC provided by the Contractor.

**Facial Recognition Software (FRS)**:

Process uses the FRS and batch submits every applicant image for processing of facial comparisons of each applicant against the entire facial enrolled database (one-to-many search1:N) as well as processing each applicant's image against all images enrolled for the existing record (1:R). System also conducts a real-time 1:1 facial comparison with the last image on the record.

Current programming has a limited FRS user role that limits functionality to uploading images, submitting probes (1:N identifications) on the images, and viewing the results.

Each applicant for a DL or ID whose records have cleared all established review processes are placed in a daily batch production print job which is sent to the Central Issuance Print farm computer server for processing.

**Gating:**

Credential applications are only processed if they meet the requirements assigned to various validations or "gates." These gates currently include facial recognition, documentation, and lawful status. Records for issuance can be released or denied programmatically. The current IN BMV gate is an XPATH gate that can be configured to pass or reject a record based on a folio flag that the IN BMV sets via the Update Web Service provided by the Image Server. All records remain at the gate until a flag is set manually or via the web interface. All image Server Web Services are compatible with .NET 2.5 or greater and Windows Services Enhancements (WSE) 3.

**Central Issuance Print Farm (CIPF):**

The applicant data folios are downloaded to the CIPF server from the Issuance Manager. The card images are rendered in an overnight process and sent to the Central Print Controller. Cards are then sent to the printers form the Central Print Controller. Once the card images are received at the printer, blank cards begin being inserted into the machine for printing. At the time the blank card is inserted into the printer, the Access Control Number is assigned to the particular customer. The printer operator performs quality assurance (QA) of the produced DL/IDs. Cards failing quality control inspection are reconciled upon the successful mailing of all cards that pass inspection. Printed DL/IDs are placed in the mailer system. Each DL/ID is scanned. The scan performs a data lookup for the correct mailing address. The mailer prints the DL/ID carrier information, prints a barcode that is used for address verification as well as a barcode for driver's license number verification, affixes the DL/ID and inserts the carrier with DL/ID into the envelope. All daily CIPF print information is returned to Issuance Manager and available to STARS.

Contractor provides the following equipment and supplies including all maintenance and service at no additional cost to the State:

- (2) Muhlbauer SCP 800 high-speed printer systems with a maximum production rate of 700 cards per hour.

- Muhlbauer Card Mail 1500 mailer system with a maximum production rate of 2,000 cards per hour. The mailer includes a vision system which validates the credential/carrier match.

- Mailer printers for carrier production

- Shredder designed for scrap credential, laminate and/or ribbon destruction

- R610 printer servers with associated OS and SQL software

- Spare Parts necessary to maintain CIPF equipment

The State houses and operates the above equipment in a secure location.

Disaster Recovery (DR) Print Farm:

The BMV has a DR print farm that can be used concurrently with the Central Issuance Print Farm.

Contractor provides the following equipment and supplies including all maintenance and service at no additional cost to the State:

- Zebra printers

- B&H mailer and associated equipment

The State houses and operates the above equipment in a secure location.

Contractor provides the following:

- A routing Module that divides released jobs between Primary and DR print farms.

- A web application controls the Routing Module. This application allows authorized personnel to specify how pending jobs will be split. There are three options:

    o All records are sent to either the Primary Factory or Winchester Factory

    o The first m records are sent to the Primary Factory and the remainder to the DR Factory

    o The first m records are sent to the Primary Factory, then net n records to the DR Factory, and the remainder to be held in the queue for the next batch

## SUBMISSION REQUIREMENTS

The BMV/C asks that all Respondents provide adequate details about their credential issuance and production solution for the following topics:

1. Provide full company information including financial viability/statements.

2. *Provide full scope of driver's license/identification card issuance and production solution(s).*

3. Provide details on your Project Management & Support Team and the short and long-term commitment that team provides for a credential issuance and production solution similar to the Indiana BMV/C current solution. Please also provide the years of relevant experience in the industry for each of the team members involved in the implementation and support.

4. Provide a sample timeline for system implementation & subsystem add-ons for the full credential issuance solution the Respondent can provide. Include expectations for the BMV/C's participation in a roll-out based on Respondent's similar implementations.

5. Provide explanation on how the Respondent will seamlessly transition from Indiana's current database and system to that being proposed with no loss of functionality or interruption in service.

6. Provide detailed explanation of the respondent's facial recognition offering and algorithm refresh/update process for current users.

7. Provide a sample rollout installation plan and strategy for the full credential issuance solution the Respondent can provide.

8. Provide a dedicated statewide support strategy for the full credential issuance solution the Respondent can provide (for example: LAN Techs, Field Repairs, etc).

9. Provide a sample disaster recovery strategy for a project of similar size and scope of the RFI.

10. Is Respondent's solution and product capable of being AAMVA and/or "Real ID" compliant? Provide an overview of the optional security features your solution can provide by security level (1, 2, and 3) and/or card material options available with your solution. The AAMVA and "Real ID" standards can be found at: http://www.aamva.org/DL-ID-Card-Design-Standard/

11. Provide details on how Respondent would provide and complete independent card testing by an unassociated third party for the following items:

- ISO/IEC 24789 compliant Card Service Life Testing by an ISO/IEC Certified laboratory. Results must meet or exceed the six (6) year expected life of the state's credential.

- Tests to verify bar code print quality and encoded data formats (PDF417) to ensure compliance with the specification.

- Tests to ensure compliance with the specifications set in the AAMVA DL/ID Card Design Standard

- Test to identify deviations from other AAMVA best practice recommendations

12. Provide details on Respondent's data/image conversion/migration requirements process.

13. Provide examples of successful business /data migration of this scale.

14. Provide details on whether or not your credential issuance solution is a custom solution and/or is it configurable to the Indiana BMV/C needs. Please provide the limitations of the configurability of the systems.

15. Provide details on the "footprint" for the central office/print farm location where the credentials are currently produced. Include all equipment needs and whether or not the equipment is provided by the Respondent as part of their solution.

16. Provide details on the "footprint" for the branch/field location where the image is currently captured for the credentials. Include all equipment needs and whether or not the equipment is provided by the Respondent as part of their solution.

17. Can Respondent provide "Non-standard" issuances (Confidentials)?

18. Does the Respondent's solution include "Gated-Issuance" functionality? If so, please provide details about the functionality.

19. Provide details about how Respondent's solution/infrastructure has been integrated with other government entities Office of Technology environment.

20. Provide a list of problems/risks that the Indiana BMV/C may encounter if it were to adopt your solution. How can these risks me mitigated?

21. Provide details on whether or not the Respondent would be solely responsible for the credential issuance solution or if they would utilize other subcontractors for a part(s) of the solution. If subcontractors would be utilized, provide details in regards to the responsibilities of those subcontractors for the solution.

22. Provide details on a portable solution where the image capture and all information typically collected and entered in a branch model may be replicated. Include all equipment needs and whether or not the equipment is provided by the Respondent as part of their solution. Solution must be front-end process only and printing would be centralized.

23. What other government entities are currently using Respondent's solution for credential issuance? Please provide contact information so that we may speak with these entities about the solution.

24. What other government entities have previously implemented Respondent's solution for credential issuance? Please provide contact information so that we may speak with these entities about the solution.

## PRICING

Please provide all-inclusive pricing for Driver's License and Identification Card issuance and production solution as a per card fee.

## KEY RFI DATES

Below is a chart that contains all of the deadlines associated with RFI 16-048:

| ACTIVITY: | DATE: |
|---|---|
| Issue of RFI | October 30th, 2015 |
| Deadline to Submit Written Questions | November 13th, 2015 by 3:00pm EST |
| Response to Written Questions | December 4th, 2015 |
| Submission of Proposals | January 8th, 2016 by 3:00 EST |

## PROPOSAL DOCUMENTS SUBMISSION

All questions in regards to RFI 16-048 must be submitted in writing via email to eklinefelter@idoa.in.gov no later than *3pm EST on November 13th, 2015.* The email subject line should contain the following phrase "Questions for RFI 16-048, Driver's License and Identification Card Issuance and Protection".

All proposals must be submitted via email to eklinefelter@idoa.in.gov no later than *3pm EST on January 8th, 2016.* The email subject line should contain the following phrase "Proposal Submission for RFI 16-048, Driver's License and Identification Card Issuance and Protection".

It is important to note that all information submitted in Respondents' proposals to this RFI 16-048 will be kept confidential and will not be made available to the public unless this RFI results in the release of an RFP at a later date. If an RFP results from this RFI 16-048, then the information contained in the proposal submissions for this RFI 16-048 must be made available to the public once the resulting RFP has been awarded and the protest period has ended. However, any proprietary information can be kept confidential as long as it is marked clearly in your proposal submission as "CONFIDENTIAL MATERIAL". It is the responsibility of the Respondent to ensure that all confidential information is easily identifiable to ensure it is not released as non-confidential material.